ezJURY™

New Customer Setup
GUIDE
for
Supreme Court of Virginia
Deployments

Updated April 2023

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1. Introduction

While every circuit court in Virginia is responsible for similar things at a high-level, many of them execute these duties slightly differently from a detailed process perspective. Now Applications has designed ezJury™ so that it will work to support the specific processes of each customer as much as possible. To support this approach, the system is developed using configuration switches that enable it to behave differently depending on its settings. This allows for a product to address the various needs of courts across the Commonwealth.

This document is used to help a new customer understand to the various configuration options within the product. The document details the information and the files used for templates that the clerk will need to provide Now Applications to get started.

Note that these options can be changed at any time by emailing a request to support@nowapplications.com

2. Configuring the Clerk's Interface

This section walks through the configuration settings for the application that the clerk's staff uses for jury management.

2.1 Document Templates

In addition to providing guidance on the application settings, please email the following documents to support@nowapplications.com so that they can be added to your system:

- A Petit Summons template (for a case and/or term-of-service) in Microsoft Word format
- A Grand Juror Summons template in Microsoft Word format
- A Show Cause template in Microsoft Word format
- An image of the Clerk's signature for the Service Confirmation Letter

2.2 Email Addresses for System Notifications

Please provide the email addresses that the system will use to send system notifications. For example, when a juror requests an exclusion from the Juror Portal, these email addresses will receive the notification.

Email Addresses:

2.3 Terms of Service Configuration

Please provide the number and length of time for of your terms of service. For example:
- 4 3-month terms
- 12 1-month terms
- etc.

Note that terms of service can be edited by the clerk at any time.

2.4 Enable ID Check?

The system can include a check box to capture whether the juror's id has been verified. This is shown in the Daily Roll Call screen below. If yes, the system will capture both the juror's attendance, as well as whether their ID was verified.

2.5 Include Only Present Jurors in Seating Chart?

If yes, the seating chart will only include jurors who are present for the day. This requires that a roll call be entered into the system *prior to printing the Seating Chart*. Because this requires that the roll call be entered into the system before printing the Seating Chart, it may delay the proceedings on trial day.

Otherwise, the Seating Chart will include the roster of all jurors assigned to the case – regardless of whether they have reported for the day. The advantage is that the Clerk can print the Seating Chart prior to the day of the trial.

2.6 Inactivate Unexcused Jurors?

If yes, when a juror is marked with an unexcused absence (via the Daily Roll Call), their record will be flagged and they will no longer be included in random juror assignments to cases going forward. The system provides a way to list inactive jurors so that the clerk can attempt to contact them and reengage with the juror.

2.7 When Are the Summons Sent?

The system can generate a summons document at various times during the process. If summons documents are sent for both the Terms of Service and Cases, please provide Word Templates for each. The choices are:
- Panels/Terms of Service
- Individual Cases
- Both Terms of Service and Cases

2.8 Allow Auto-Approved Deferments?

Typically a judge's approval/signature is required to defer jurors to later terms. Setting this to true will allow the clerk to approve and defer a juror while entering the deferment.

2.9 Create Grand Juror Pool from Random Unused Petit Jurors?

If yes, this setting allows the clerk to optionally randomly select a number of unused Petit Jurors to populate a Grand Juror Pool.

2.10 Export Unused Petit Jurors For Selection to Grand Jury Pool?

If yes, this setting allows the clerk to optionally export the unused Petit Jurors of an Annual Pool into an Excel spreadsheet. This list can be reviewed and any juror within this list can be marked to serve as a Grand Juror. Once the review of the Excel document is complete (and the Grand Jurors are marked within the document), this file can be used to import those jurors into the new Grand Jury pool.

2.11 Automatic Random Seat Number Generation?

If yes, the system will generate a random seat number *every time* the clerk runs the "Generate Seating Chart" case action.

Alternatively, the system can be configured to allow the clerk to click a "Generate Random Juror Numbers" case action which will assign numbers once. This number then carries forward for the date span of the case and will not change. This feature is generally used by courts who use numbered name tags to identify jurors.

2.12 Enable Court Funds Integration?

The ezJury™ system provides a feature for courts that choose to pay jurors using the Court Funds system (http://www.courtfunds.com/). Contact support@nowapplications.com if your court would like to pay jurors electronically using Court Funds. For more information, please review the demonstration video here:
http://www.ezjury.com/epay

3. Configuring the Juror Portal

This section walks through the configuration settings for the Juror Portal application that the jurors access from the Internet.

3.1 Branding Options

A basic branding is configured for the Juror Portal. Several aspects can be changed for a given court. The clerk can email support@nowapplications.com to provide changes to the following:
- Header Image (top of every page)
- Portal Title
- Clerk's Portrait/Image
- Login Page Text
- Help Text

3.2 Juror Confirmation Phone Number

Please provide the phone number that jurors call the evening before to confirm service for the next day. This is displayed on the Juror Portal for quick reference.

3.3 Opt-In to Text Messaging?

If set to yes, systems that have the Notifications feature enabled will automatically opt-in jurors with mobile phone numbers. Otherwise, jurors will need to login to the portal and enable Text/SMS notifications.

3.4 Show First Trial Date?

If yes, the portal will display the "first trial date" that is configured for each term of service. Note that this is only displayed once the juror is summonsed. Otherwise, this date will not appear within the portal.

3.5 Exclusion Request Instructions

This is the text that is displayed to the user when they are entering a request for an exclusion. By default, the text displayed is:

> An "EXCLUSION" may be made for 1) a specific date, 2) a range of date, or 3) all jury service as applicable by the Code of Virginia. **Please note that you should monitor this website to determine if your request has been approved or denied.**

This text content can be customized to include any specific policies or clarifications that the clerk wants to make aware to the juror through the portal.

3.6 Prevent Exclusion Requests Within Days of a Case?

If set to yes, all the portal will prevent the juror from entering new requests when the current date is within a certain number of days from a trial. The default is 3 days.

3.7 Allow Multiple Exclusion Requests?

If set to yes, jurors can enter any number of exclusion requests into the system. Otherwise, the portal will limit jurors to entering a single exclusion request per summons.

3.8 Ensure Requests Contain Contact Information?

If set to yes, the portal will only allow the juror to request an exclusion or deferment when the juror's record contains a valid email address, daytime phone, evening phone, or mobile phone.

3.9 Include Pending Cases?

If yes, this will enable the display on the My Service page to include dates of cases that are in a "pending" status (in addition to those with an "active" or "cancelled" status).

3.10 Require Email?

If yes, this system will require the juror to provide an email address when answering a questionnaire online.

3.11 Require Spouse Occupation?

If yes, this system will require the juror to provide their spouse's occupation when answering a questionnaire online.

3.12 Help Instructions

There is a help screen in the juror portal. Please provide the information that you would like displayed here. For example:

> For help, please call the Clerk's office at ???-???-???? Monday through Friday from 8am to 5pm.

3.13 Allow Jurors to Check-In?

If yes, the Portal will provide a way for jurors to "check-in" online once they have received their summons. This allows them to double check their contact information and gives the clerk an indication that they are aware of their service requirements.

3.14 Show All Previous Cases?

If set to yes, all cases within the currently summonsed panel are shown to the juror - regardless of the current date. Otherwise, the system will not show any cases within the currently summonsed panel where the case dates occur prior to the current date.

3.15 Show All Previous Cases?

If set to yes, all cases within the currently summonsed panel are shown to the juror

4. Configuring the Commissioner's View

One of the benefits of using ezJury™ is that the commissioners use a built-for-purpose digital qualification tool to quickly finalize and certify annual pools. The items below describe the various configurations to control their view.

4.1 Hide Previously Disqualified Jurors?

The system allows jurors to request to be disqualified/excused from service for a variety of reasons (not a citizen, Over 70, etc), and as such are added to each category. This setting can hide those jurors who have already been disqualified from appearing in other categories.

4.2 Records Per Page

The system limits the number of jurors listed within each page of a category. The default is 10 per page, but that can be changed to any value desired.